

Worker Training and Assistance Program Participant Overview Lesson Plan

Time Required: 1.5 Hours

Workshop Objectives:

By participating in this training, participants will be able to:

1. Understand the guiding principles of the Worker Training and Assistance Program
2. Define the roles and responsibilities of the following key personnel with the Worker Training and Assistance Program:
 - a. DOL WTAP Manager
 - b. Agency WTAP Manager
 - c. Supervisor
 - d. Job Coach
 - e. Mentor
3. Understand the WTAP training component and its relationship to their successful transition to DOL employment.
4. Understand the delivery of support services offered through the Department's Worklife Center and the Employee Assistance Program.
5. Discuss their expectation of the WTAP; identify any specific developmental needs that should be addressed.
6. Identify the meaning of employer expectations; develop positive approaches to achieving expectations.

Resources Needed:

Materials:

Worker Training and Assistance Program Overview
Worker Trainee Handout (Federal Government)
WTAP Transparencies
WTAP Evaluation Form

Equipment:

Overhead Projector
Flip Chart and Markers
Name Tents

I. Welcome and Introductions (15 minutes)

- A. Trainer Introduction(s)
- B. Participant Introductions
- C. Housekeeping
- D. Review Participant's Materials
- E. Review Agenda

II. Objectives (5 minutes)

- A. Display objectives on a flipchart.

III. What Is the Worker Training and Assistance Program? (1 hour)

- A. Background *Use transparencies to provide a brief overview of the Presidential Welfare to Work initiative and DOL's WTAP. Discuss the guiding principles and the various components.* **30 min.**
- B. Participant Expectations
 - 1. *Ask participants to talk (within their group) about their expectations of the WTAP. Identify reporter and recorder. List expectations on flipchart and have each group report out.* **20 min.**
 - 2. *Expectations are posted. Periodic reference will be made throughout the remainder of the overview to identify where expectations are met.*

BREAK - 15 minutes

- C. WTAP Roles and Responsibilities
 - 1. *Use transparencies to discuss the roles of key individuals that will be instrumental in assisting participants in their transition to work.*
 - 2. *Correlate the roles of the WTAP Manager, Supervisor, Mentor and Participant with any of the participants' expectations. **Check off expectations that are met in the program.***
 - 3. *Identify any additional participant expectations. Add additional expectations to list.* **30 min.**

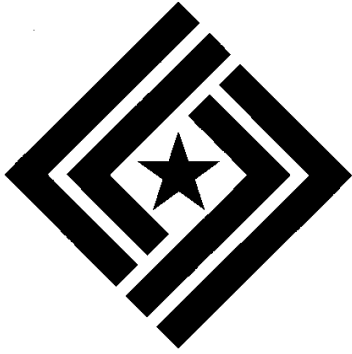
- D. Training Component. *Ask participants to pull out the WTAP Training Component from their participant's materials. Provide an overview of the training curriculum and course objectives. Give an understanding of how the curriculum is designed to provide participants with the skills necessary for transition to work in government.*

Give brief overview of:

1. Orientation - *Discuss the career assistance services that are available to help participants identify their workplace skill needs and to develop an individual development plan to meet their training requirements.*
2. Workplace Skills - *Provide overview of the training course offerings that are linked to employer performance expectations.*
3. Transition Skills - *Discuss the relationship that this part of the training has in addressing life management issues which impact performance on the job.*
4. Continuous Development - *Discuss the participant's responsibility for participating in activities that will assist them in meeting developmental needs. Discuss the purpose of "brown bag" lunches. Discuss linkages with local adult education programs.* **15 min.**

IV. WTAP Program Evaluation (15 minutes)

Distribute WTAP Program Evaluation instrument to participants. Ask participants to complete evaluations at the end of the training module or within a few days. Give a brief overview of the evaluation form. Determine if there are any questions on the completion of the form.



OVERVIEW

Department of Labor

**Worker Training
Assistance
Program**



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**DEPARTMENT OF LABOR
WORKER TRAINING AND ASSISTANCE PROGRAM**

PURPOSE:

The Department of Labor's Worker Training and Assistance Program is a comprehensive and continuous developmental program which is designed to offer meaningful employment opportunities to former welfare recipients or individuals who are experiencing employment transition. Participants selected for this program will be afforded training and work experience that will enable them to be successful in government employment.

Participants enter-on-duty on the same day (class size will determine single or multiple EOD date) and stay together for 4-6 weeks of training and development. The training experience consists of an initial six-week developmental program, on-the-job training, and course offerings which address critical workplace skills such as time management and working in teams. Each participant will be assessed to determine their individual development needs which will be incorporated into their individual development plans. The participant will also receive technical training that is unique to the type of occupation or organizational component.

OBJECTIVES:

The objectives of the Department of Labor's Worker Training and Assistance Program are:

- ❖ To implement a training and development program which will provide participants with the desired workplace skills for today's clerical occupations
- ❖ To provide participants an opportunity to assess their skills and interest, and to provide participants with the tools to manage their personal growth and development.
- ❖ To foster an environment which enables participants to realize their growth and potential.

PROGRAM PROVISIONS

- ◆ Participants selected for the Worker Training and Assistance Program (WTAP) are hired as Worker Trainees, GS-1 or lower grade clerical positions at GS-2 or 3.
- ◆ If appointed as a Worker Trainee, please refer to the Federal Government Worker Trainee guidance (attachment 1)
- ◆ WTAP positions are developmental jobs that require specific types of training and developmental experience that lead to target positions at higher grade levels; up to GS-3.
- ◆ Participants will receive comprehensive training and development which is designed to provide an orientation to the world of work, exposure to workplace skills and disciplines and knowledge of the transitional skills needed in the workplace.
- ◆ The Department of Labor has committed a full complement of support services through the Worklife Center, Employee Assistance Program (EAP) and the Career Assistance Center. The combined efforts of these staffs will assist participants in making the adjustments during their transition to workplace.
- ◆ Participants will have an extension of the support network through the involvement of the Supervisors, Job Coaches, Mentors, Career Counselors and WTAP Program Manager.

ROLES AND RESPONSIBILITIES

DOL WTAP MANAGER

- Manage and coordinate DOL Worker Training and Assistance Program activities.
- Maintain relations with appropriate State Employment Service providers for the purpose of keeping apprised of issues that may impact participants.
- Participate in the design, delivery and evaluation of all scheduled training and developmental activities for the WTAP Program.
- Serve as the Department's central point of contact for all aspects (internal and external) of the WTAP Program.
- Advise Agency-level WTAP Managers, supervisors and participants about their roles and responsibilities as well as the WTAP Program guidelines and components.
- Maintain on-going communication with participants, supervisors and Agency officials.
- Monitor and evaluate all participants' activities.
- Conduct annual program evaluation with input from participants, supervisors and mentors. Prepare reports for DOL management, Office of Personnel Management and other external customers.

WTAP SUPERVISOR

- Provide support to the participants in all phases of the WTAP Program.
- Coordinate with Job Coach to assist the participant in the daily task assignments.
- Conduct needs assessment with the participant to identify any unique developmental requirements. Assist participant in finalizing an Individual Development Plan (IDP).
- Identify meaningful work assignments. Ensure that participants are engaged in continuous progressive work assignments that assist in developing desired competencies.
- Communicate expectations clearly. Establish open-lines of communications.

- Provide frequent feedback. Complete the mid-year and end-of-year review of the participant's progress.

AGENCY WTAP PROGRAM MANAGER

- Conduct Agency Orientation. Provide participants with an overview of the Agency's mission and responsibilities, familiarize them with key Agency officials and conduct tour of work site.
- Serve as the agency's liaison for the WTAP Program. Communicates Departmental requirements to agency management officials.
- In conjunction with the WTAP Supervisor and Agency Training Officer, coordinates the participant's training and developmental activities.
- Maintain on-going communications with participants, supervisors and agency officials, OASAM/HRC and appropriate State employment representatives.
- Monitor and evaluate all participant activities throughout the duration of the program.

AGENCY ADMINISTRATIVE OFFICERS

- Assist the Agency Head by planning for and implementing the WTAP in the Agency and by ensuring that program requirements are met.
- Canvass organizations to identify WTAP positions
- Designate a staff member to serve as the Agency's WTAP Manager.
- Identify Job Coaches and Mentors
- Ensure that managers and supervisors at all levels are visibly aware and committed to the objectives of the WTAP Program.

AGENCY TRAINING OFFICER

DOL Worker Training and Assistance Program

- Counsel and assist participants in the selection of training and developmental activities. Identify in-house agency training that will assist participants in developing desired competencies.
 - Participate in the development of the participant's individual development plan.
 - Provide advice to WTAP Supervisors on various training activities and resources that may help in meeting developmental goals.
 - Monitor and evaluate all participant activities throughout the program year.
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ASSISTANT SECRETARY FOR ADMINISTRATION AND MANAGEMENT has the overall responsibility for the administration of the WTAP; including the following:

■ HUMAN RESOURCE CENTER

- Establish policy for overall program coordination, monitoring and evaluation.
- Provide technical assistance to managers and supervisors in identifying WTAP positions.
- Conduct centralized recruitment activities; including targeted outreach activities with organizations and interest groups which may yield a pool of diverse applicants.
- Apply merit selection procedures to identify and select candidates into the program.
- Maintain records and provide assistance with the completion of the program evaluation.

■ TRAINING AND DEVELOPMENT CENTER

- Participate in the design and delivery of training and developmental activities for the WTAP Program.
- Arrange and identify instructors, consultants, guest speakers for WTAP activities.
- Provide technical assistance to the Department's WTAP Manager.

■ CAREER ASSISTANCE CENTER

- Design and deliver training activities to assist participants in conducting assessments of skills and interest, developing individual development plans and evaluating personal growth and development
 - Conduct mentoring training for WTAP mentors and participants.
 - Advise Agency WTAP Managers, coordinator, supervisors, and participants on the services of the Career Assistance Center.
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PROGRAM COMPONENTS

WTAP participants in the Nation Office will enrolled in a four - six week training program designed to assist them in making a successful transition to the work environment. The WTAP training consist of the following:

- **ORIENTATION** - One-week introductory course which addresses the mission and responsibility of the Department of Labor, WTAP program requirements and benefits, skills assessment and individual development planning, support dividends, e.g., Earned Income Tax Credit (EITC), child care services, transit subsidy and work ethics.
- **WORKPLACE SKILLS** - Participants will attend workshops that will enable them to acquire the critical competencies for successful performance in the workplace. Training will address office skills, time management, communications, working in teams and computer literacy.
- **TECHNICAL TRAINING** - Occupational specific training which is unique to the job.
- **ON-THE-JOB TRAINING** - Worker-trainees will receive a variety of meaningful work experiences to assist them in becoming dependable, productive employees and team members. Beginning in the second/third week participants time will be divided between the work site and training.
- **CONTINUOUS DEVELOPMENT** - Participants will be encouraged to participate in continuous learning activities that will improve their workplace competencies, life management skills and successful job retention.
- **TRANSITIONAL SKILLS** - This training is designed to assist worker-trainees in developing the skills needed manage the transition from welfare to the world of work.

Participants will receive training in image building and building self-esteem, balancing home and work, managing change and stress, and financial planning.

The training module is designed to provide the participants with a comprehensive approach to the development of desired skills for transitioning to government employment. Since persons selected in the WTAP come from varied backgrounds and different competency levels, the training module is constructed to permit participants who have desired to skills to select training based on their unique developmental needs.

The training will also be provided for managers and supervisors who are responsible for overseeing and/or training WTAP employees. This component is designed to familiarize supervisors with the Department's goals and objectives for the WTAP and their roles and responsibilities for providing participants with meaningful work experience. Supervisors will also become aware of the support services that will assist them in managing their employees..

MANAGERIAL COMPONENT

- Managers and supervisors will participate in an orientation program which will familiarize them with the department's worker-trainee program, roles and responsibilities, individual development planning, mentoring and assignment of job coaches. Supervisors will receive information on employee support services (i.e., worklife programs, employee assistance programs and health services).

TRAINING DELIVERY AND METHODS

- **CLASSROOM TRAINING** -The Department of Labor will offer a variety of training courses through its education and training delivery system located in the national office and within the regional components. The department's current course offerings such as time management, working effectively in teams, conflict management and computer literacy will assist in fulfilling the needs of the program participants.

- **ON-THE-JOB TRAINING** - Participants will receive experiential development through carefully selected tasks which are assigned based on the level of difficulty and the participant competency level . Rotational assignments will be used to acquaint the participant with a variety of work processes, while also enabling the supervisor to assess the employee's strengths and difficulties.
- **PARTNERING FRANCHISED SERVICES** - The training delivery for DOL employees located in the regional structure and out stationed locations is achieved through partnering franchised services. DOL agencies, along with other federal agencies can share the training resources in these regional locations to meet the developmental needs of the WTAP program.

Training delivery for the WTAP can be franchised, along with the career transition training that is currently offered in the regional locations. Critical workplace and transitional skills, along with basic DOL orientation guidance will be offered based on the needs of participants.

- **EXTERNAL SOURCES**
 - Linkages will be maintained with local state delivery systems (i.e. JTPA, welfare agencies, etc) to take advantage of training resources that are available to supplement the needs of program participants.
 - Training offered through other federal agencies (i.e., USDA, GSA, etc.)will be utilized to address workplace, transitional or technical skills that are not available in the Department of Labor.
 - Colleges and universities

SUPPORT SERVICES

■ **NEW HIRE**

CAREER COUNSELING - Participants will have access to a full array of career counseling services provided through the department's career assistance center. During their first week of employment, individuals will participate in assessment exercises which will assist in determining their skills and interest and provide input for the participant's individual development plan. Career counselors will be available to conduct individual counseling as needed.

MENTORING - Mentors will be assigned to assist participants in transitioning to the world of work. Their overall responsibility is to provide advice, counseling and feedback during the training experience of program participants. Mentors will serve as role model and resource person for keeping the participant's focus aligned with program objectives.

JOB COACHES - Participants are assigned job coaches who will be responsible for facilitating the daily activities of the participants. The job coach will monitor the participants work and be available to provide feedback on progress. Routine questions about the assignment can be addressed first, by the job coach and elevated to the supervisor for further clarification, if necessary. Job coaches, like mentors will serve as role models and resource persons throughout the participant's development.

EMPLOYEE ASSISTANCE PROGRAM (EAP) - Individuals will have access to services of the employee assistance providers in order to assist them in making a successful transition to the world of work. These services are available throughout the developmental experience.

■ **MANAGERS AND SUPERVISORS**

EMPLOYEE ASSISTANCE PROGRAM (EAP) - Managers and supervisors will participate in an orientation program which will familiarize them with services available through the EAP. This information will assist supervisors in dealing with issues requiring EAP referral services.

CAREER RESOURCE CENTER - Provide support in developing participant's individual development plans, mentoring program and individual counseling.

WORKER TRAINING AND ASSISTANT PROGRAM TRAINING COMPONENT

NEW HIRE - TRAINING COMPONENT

ORIENTATION

Workshop: EOD Processing

Length: 2 hours

Objective: Participants will be officially processed as Departmental employees and become indoctrinated to the Department's environment and federal forms and procedures.

Narrative: Participants will learn of the Department's mission, organizational and physical structure. They will complete a variety of forms, take the oath of office, be fingerprinted, receive their personal identification badges and take a tour of the building.

Workshop: New Employment Orientation (Departmental)

Length: 2 hours

Objective: To provide participants with an overview of the mission and history; understand the various acronyms used for DOL agencies; to become familiar with various programs and services (i.e., Worklife Center, Career Assistance Center; LaborNet, Annual Awards Ceremony)

Narrative: Participants will be introduced to various aspects of the Department of Labor; become reasonably familiar with the major agency functions and responsibilities; receive an overview of the types of employee-friendly programs that are available for their use.

Workshop: **Agency Orientation** (facilitated by agency/organizational subcomponent staff member)

Length: 2 hours

Objective: To provide overview of the major function of the agency; introduce key management officials and conduct tour of the work site..

Narrative: Participants will learn of the Agency's mission, organizational and physical structure and become familiar with work site environment; including introductions to supervisor and co-workers.

Workshop: **Workplace Skills and Career Development**

Length: 4 hours

Objective: Participants will be able to identify to: 1) skills needed in today's work world 2) Identify the tools available to assess workplace skills and 3) utilize various resources to assist them in assessing values, interests and personality characteristics and their relation to career satisfaction.

Narrative: This workshop is designed to familiarize participants with the desired skills to today's workplace and to review the steps of the career development process. This workshop is an introduction to the How to Conduct an Individual Development Plan Workshop which is conducted later in the training.

Workshop: **IDP Development**

Length: 3 hours

Objective: Participants will be able to identify the components of an effective IDP; understand the role of the Employee, the Supervisor and the Career Counselor in the IDP process; and practice identifying developmental goals, training solutions and developmental assignments.

Narrative: Participants will discuss the IDP and its meaning and use, review sample IDPs and case studies, and prepare participants to begin writing their own IDP. A workbook will be provided, consisting of information on important points to remember when preparing an IDP, questions to consider when setting goals, commonly asked questions about IDPs.

Workshop: **Benefits and Services in DOL**

Length: 1 hour

Objective: Participants will be introduced to the benefits and services provided as a result of their Federal employment at the Department of Labor. An individual interview with the employee's Benefits Officer will be scheduled during the first two weeks of employment to provide the employee opportunity to ask personal questions relating to their individual circumstances and to make benefits' elections.

Narrative: Participants will be provided summary information on the following programs: (1) Federal Employees Health Benefits Program, (2) Federal Employees' Group Life Insurance Program, (3) Thrift Savings Plan, FERS and Social Security, (4) leave, including the FEFFLA, FMLA, and National Office Leave Bank and Leave Transfer Programs. The resources available through the Worklife Center, EAP and Health Unit will also be described, including but not limited to the Earned Income Credit and child care and elder care referrals.

WORKPLACE SKILLS (BASICS)

Workshop: **Introduction to Workplace Skills**

Length: 1 hour

Objective: After this session, participants will be able to: 1) Identify skills that will help them develop good performance and appropriate behavior in today's workplace; 2) assess their strengths and weaknesses in each skill group; and 3) take action to improve their workplace skills.

Narrative: This course is designed to inform participants of the various skill groups identified as essential for job achievement and success.

Workshop: Office Skills

Length: 5 half-days

Objective: To provide participants with an introduction to fundamental skills, knowledge and personal characteristics that will enable them to be proficient in their job performance.

Narrative: Participants will be introduced to training modules that will prepare them to transition to an office environment. Training will address customer service, time and attendance, telephone techniques, office essentials, proofreading and time management.

Workshop: Time Management

Length: 3 hours

Objective: Participants will be able to diagram their use of time in order to plan their work and personal time more efficiently.

Narrative: Participants will work through exercises on “Take Control of Your Time” and filling out a weekly calendar. Topics covered will include “Time Wasters” and “Thirty Time-Saving Tips.” The out come will be an ideal time usage pie chart and a self-commitment to developing new time management behavior.

Workshop: Communication and Conflict Management

Length: 5 half-days

Objective: Participants will be able to: 1) describe an effective communication process; 2) understand their own communication style; 3) learn the importance of active listening and practice the skill; and 4) define passive, aggressive, and assertive behavior.

Narrative: Workshop will begin with participant’s self-assessment of their own communication skills. A model for effective communication including non-verbal communication will be presented. Emphasis will be given to the importance of active listening and active listening practice. Several

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exercises on individual communication styles will follow including passive, aggressive, and assertive behavior. Program will conclude with using communication skills for problem solving.

Workshop: **Working in Teams**

Length: 3 hours

Objectives:

- *Define teams v. groups
- *Explain the benefits of teams
- *Identify the characteristics of each stage of team development
- *Develop operating principles and ground rules for their teams
- *Explain types of decision-making and use decision-making tools
- *Identify task and process actions in teamwork
- *Explain shared responsibility
- *Implement meeting roles and responsibilities
- *Measure team performance
- *Solve common team problems

Narrative: This course is designed to help participants understand the importance of teamwork and how teams develop, as well as give them the opportunity to practice tools and techniques to facilitate team decision-making, process evaluation, and good meeting management.

Workshop: **Computer Literacy**

Length: 6 - 9 hours

Objective: Participants will receive basic computer literacy skills through computer-based training programs and classroom instruction.

Narrative: Self-Directed Programs - As a component to the Computer Literacy Training Module, computers and specific programs to include *Mavis Beacon Teaches Typing*, *Teach Yourself Freelance Graphics*, *Teach Yourself Lotus 1-2-3*, *Teach Yourself WordPerfect 6.1*, and other tutorials will be available to participants weekdays from 8:30 a.m. to 4:30 p.m..

OASAM Computer Training Program (See Attachment) - OASAM and client agencies' participants will attend basic course offerings through OASAM's Information Technology Center (ITC). Due to the different computer systems within the agencies, all non-OASAM participants will attend computer training sponsored by their host agency.

TRANSITION SKILLS

Workshop: **Image Building/Building Self-Esteem**

Length: 2-3 hours

Objectives: This workshop will prepare participants to identify the components of a powerful self-image, assess current "image" strengths and areas of possible improvement, set image building goals, apply techniques to develop greater self-esteem.

Narrative: This workshop presents qualities of a healthy self-image, such as building self-confidence, developing job skills, being motivated to achieve success and demonstrating responsibility. The importance of non-verbal behavior, outward appearance and building relationships will be discussed. A motivational video "The Power to Change" will be included as part of the session.

Workshop: **Balancing Work and Family**

Length: 2 hours

Objective: Participants will be able to recognize the importance of managing work and family demands; set realistic work and family goals; develop an individualized work/family management plan; manage situations where work and family goals conflict with each other

Narrative: This package was developed for the U.S. Department of Labor (DOL) by one of the contractors, Zeider, Inc., which provides employee assistance program (EAP) services to DOL employees.

Workshop: **Managing Change and Stress**

Length: 2 hours

Objective: Participants will be able to: 1) identify the various effects change may have on their lives; 2) identify new ways of coping with new changes; 3) recognize the symptoms of stress; develop ways to reduce stress and 4) create a stress reduction plan.

Narrative: Participants will understand the impact of change and develop an understanding of how to identify ways of coping with change and accompanying stress. Participants will construct a plan to deal with stress in a healthier manner.

Workshop: **Workplace Principles**

Length: 1.5 hours

Objectives: After this session, participants will be able to: 1) describe workplace principles, 2) define why these principles are essential tools for workplace success; 3) analyze the relationship between these principles and managerial expectations and 4) use appropriate methods to personally achieve these principles.

Narrative: This course is designed to assist participants in understanding the significance of demonstrating and maintaining workplace principles and the impact they have on establishing a positive on-the-job track record.

Workshop: **Health Prevention**

Length: 3 hours

Objective: To provide each participant with a measurement of their current health status, and education intended to help the participant eliminate health risks and adopt a lifestyle designed to prevent disease and disability.

Narrative: This module will be conducted by a health professional from the U.S. Public Health Service (PHS) using the “Personal Wellness Profile” (PWP), or health risk appraisal (HRA) instrument, offered to Federal employees through PHS health units. (The cost of this module is \$45.00)

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per participant, plus instructor time. Agencies already participating in PHS health units may be able to cover the cost for participants in their contribution to the cost of the health unit.

Workshop: **HIV/AIDS at Work**

Length: 1.5 hours

Objective: To provide each participant with education on HIV/AIDS and information on related workplace policies.

Narrative: This module was developed under contract for the Department of Health and Human Services, in response to President Clinton's 1993 initiative to educate all Federal employees on these issues. The module will be conducted by a health professional (e.g. , an R.N. or a Wellness/Fitness Consultant from PHS) and an personnelist, knowledgeable in related workplace policies. A well-prepared participant manual is included.

Workshop: **Drug-free Workplace**

Length: 1 hour

Objective: Participants will be presented an overview of the Department's Drug-Free Workplace Program which includes the key components of the Employee Assistance Program and the Drug Testing Program..

Narrative: Participants will become knowledgeable of the Federal laws prohibiting drugs in the workplace. Employees will become aware of the assistance that is available to individuals who may experience substance abuse problems.

Workshop: **Computer Security**

Length: 1 hour

Objective: To inform participants about their responsibility in computer security and to familiarize them aspects of the DOL technical environment and the various tools associated with computers.

Narrative: Participants will be aware of the importance of computer security, along with an understanding of their personal responsibility.

Workshop: **Workplace Safety and Health**

Length: 1 hour

Objective: Participants will be acquainted with DOL policies on safety in the workplace, health and workers' compensation, including the Employee Assistance Program and Fitness/Wellness Programs. Employees will become familiar with their rights and responsibilities for observing safety in the workplace, along with management's responsibilities.

Narrative: Upon completion of the workshop participants will be able to: 1) identify the elements of DOL's Safety/Health and Workers' Compensation Program, 2) identify where, when, and how to get help from the Health Unit and Employee Assistance Program (EAP) and what services they offer to employees, 3) Outline management's responsibility for maintaining safe workplaces and his/her responsibility for working safely, 4) Take appropriate steps following a work-related accident, injury, or illness, and 5) Get technical assistance and have questions answered regarding safety/health or workers' compensation issues.

Workshop: **Performance Management**

Length: 1 hour

Objective: Participants will be introduced to the principles of performance management; receive an understanding of the roles and responsibilities of the supervisor and employee in the performance management process; obtain an understanding of performance standards.

Narrative: Participants will know the relationship between performance standards and the expectation of the supervisor.

Workshop: **Mentoring (Participant and Mentor)**

Length: 3 hours

Objective: Participants will be prepared to describe the definition of mentoring and to understand how mentoring relationships differ from those of other workplace

relationships. Participants will be able to identify desirable mentor and mentee characteristics and the risks and rewards of mentoring

Narrative: This workshop introduces participants to their roles as “mentor” and “mentee” and what they can expect from each other. The workshops are held concurrently. These workshops are followed by a one-hour workshop “Meet Your Mentor”, where mentors and mentees come together to meet each other.

Managerial Component

Workshop: SUPERVISORY ORIENTATION

Length: 6 hours

Objectives: To familiarize WTAP supervisors with the purpose, goals and components of the Worker Training and Assistance Program and to understand and fulfill their roles and responsibilities in the program.

Narrative: This workshop will prepare participants to: 1) understand the background and purpose of the worker trainee program, 2) describe the components of the DOL Model Program. 3) understand and their roles and responsibilities in the program, 4) identify and use the tools and resources available to fulfill to carry out their roles, 5) prepare performance standards for the WTAP participant, and 6) understand and apply the IDP Process

PRESIDENTIAL INITIATIVE

- ◆ **As a result of the Welfare Reform Law, many welfare recipients will have to seek meaningful employment after benefits end.**
- ◆ **President Clinton spearheaded an effort to encourage businesses, nonprofit and religious groups to help in identifying meaningful employment for welfare recipients.**
- ◆ **March 8, President Clinton issued a memorandum to all Federal agencies which requested that agencies hire people off welfare rolls into available positions in the Government.**

DEPARTMENT OF LABOR'S COMMITMENT

The objectives of the Department of Labor's Worker Training and Assistance Program are:

- ◆ **To implement a training and development program which will provide participants with the desired workplace skills for today's clerical occupations**
- ◆ **To provide participants an opportunity to assess their skills and interest, and to provide participants with the tools to manage their personal growth and development.**
- ◆ **To foster an environment which enables participants to realize their growth and potential.**

PROGRAM PROVISIONS

- ◆ **Hired as worker trainees, GS-1 or lower graded clericals, GS-2/3**
- ◆ **Developmental positions that lead to target positions at higher grade levels; up to GS-3.**
- ◆ **Training and Development Program**

PROGRAM PROVISIONS (continued)

- ◆ **Linkage with support services through DOL's Worklife Center Employee Assistance Program (EAP) and Career Assistance Center.**
- ◆ **Support network team consisting of supervisors, job coaches, mentor, career counselors, and agency WTAP manager**

ROLES AND RESPONSIBILITIES

- ◆ WTAP MANAGER
- ◆ SUPERVISOR
- ◆ JOB COACH
- ◆ MENTOR

AUXILIARY SUPPORT

- ◆ **AGENCY WTAP MANAGER**
- ◆ **AGENCY ADMINISTRATIVE OFFICER**
- ◆ **AGENCY TRAINING OFFICER**

PROGRAM COMPONENTS

- ◆ **ORIENTATION**
- ◆ **WORKPLACE SKILLS**
- ◆ **TECHNICAL TRAINING**
- ◆ **ON-THE-JOB TRAINING**
- ◆ **CONTINUOUS DEVELOPMENT**
- ◆ **TRANSITIONAL SKILLS**

SUPPORT SERVICES

- ◆ **CAREER COUNSELING**
- ◆ **MENTORING**
- ◆ **JOB COACHES**
- ◆ **EMPLOYEE ASSISTANCE PROGRAM**

TRAINING AND DELIVERY

- ◆ **CLASSROOM TRAINING**
- ◆ **ON-THE-JOB TRAINING**
- ◆ **EXTERNAL SOURCES**